

PROVIDER BULLETIN



AETNA BETTER HEALTH® OF FLORIDA

261 N. University Drive
Plantation, FL 33324

www.AetnaBetterHealth.com/Florida

Date:	April 1st, 2021
Purpose:	Provider Bulletin: Alert PDN providers on NEW process for real time provider issues and reporting implementation
Subject:	Aetna Private Duty Nursing (PDN) Services
Products:	Home Health Agencies
From:	<u>Provider Relations</u>

Dear Providers,

Aetna Better Health of Florida (ABHFL) would like to inform you of a NEW requirement for Home Health agencies designed for real time reporting complaints and missed appointments. This change will be effective **April 1st, 2021**.

What's NEW?

- Home Health Agencies will be required to report any missed appointments or member complaints to our secure mail box MemberAssistRequests-Gaps@AETNA.com within 24 hours.
- In order to assist the member accurately, please submit the following information in your email:
 - ✓ Member Name:
 - ✓ Member ID:
 - ✓ TIN:
 - ✓ Phone number:
 - ✓ Agency Contact:
 - ✓ Date of Incident:
 - ✓ Description of event (include time and details):
- A Network Consultant will reach out and contact the provider/agency within 24 hours in order to assure timely and adequate resolution.
- ABHFL will be hosting monthly Joint Operating Committee (JOC) with Home Health Agencies to discuss any missed appointments or member complaints for improvement.
- ABHFL will be providing monthly reports and feedback to the Agency in efforts to improve quality.

If you have any questions regarding this NEW process, please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com or call us through our Provider Relations telephone line:

- Medicaid: **1-800-441-5501**
- Comprehensive Long-Term Care: **1-844-645-7371**
- Fax: **1-844-235-1340**

Thank you,
Aetna Better Health of Florida
Provider Relations Department

CONFIDENTIALITY NOTICE: This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

www.AetnaBetterHealth.com/Florida

FL-21-03-12

Proprietary